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June 28, 2010

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning
TRS for the State of South Carolina

Dear Ms. Dortch:

The Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2010. As required, this filing includes one original copy of the required complaint log and is filed in accordance with the FCC ECFS guidelines.

In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 18, 2010 letter.

Should you have any questions regarding this filing, please contact me at 803/737 0814.

Sincerely,

Dawn Hippie
Director
Telecommunications, Water/Wastewater and Transportation

Enclosures

CC: Mark Stone, Deputy Bureau Chief



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Columbia, SC 29201
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Missy McManus
Relay Program Manager
Email: melissa.mcmanus@sprint.com

June 18, 2010

Dawn Hipp
Office of Regulatory Staff
1401 Main Street
Ste 900
Columbia, SC 29201

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Hipp,

Sprint has provided you the following information to support your filing with the FCC for the State of South Carolina:

- An annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at <http://www.fcc.gov/cgb/ecfs/>. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

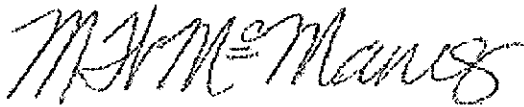
Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

The report must be filed on or before Thursday, July 1, 2010. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

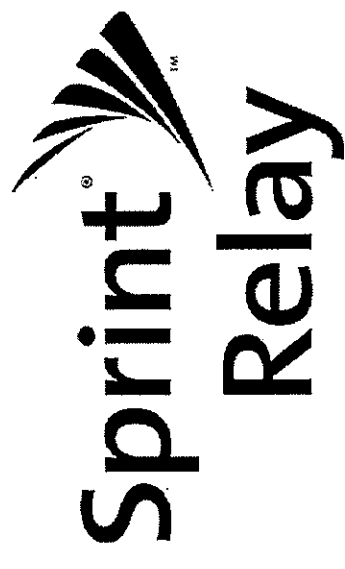
Sincerely,

A handwritten signature in black ink, appearing to read "Missy McManus". The signature is fluid and cursive, with the first name "Missy" and last name "McManus" clearly distinguishable.

Missy McManus
Relay Program Manager
Relay South Carolina

Attachments:

1) Log Sheets



South Carolina FCC Complaint Log 2009-2010

Complaint Tracking for SC (06/01/2009-05/31/2010). Total Customer Contacts: 31

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/09	Account Login Failure	06/05/09	The unit's account was inactive. It is now activated and operational.
2	06/10/09	A customer was upset that the Communication Assistant asked if he was going to type now, when the customer notes state that the customer alternates between TTY and VCO. The customer said that the Communication Assistant needs to use common sense. Apologized to the customer and assured them the information would be forwarded to the appropriate supervisor. No follow-up was requested.	06/10/09	The Communication Assistant recalled this particular call and stated that the VCO originally was speaking for the first part of the call and then TTY tones were heard. The Communication Assistant switched to TTY after the text was typed and a "GA" had been given. The Communication Assistant then asked the VCO if they wish to continue with TTY. The Communication Assistant was coached on call procedure.
3	06/17/09	A VCO customer said that after completion of a call the customer stated that the Communication Assistant did not switch to TTY when first requested. Apologized for the convenience. No follow up necessary.	06/17/09	The Communication Assistant stated the he did switch to TTY and began to type. The VCO customer responded by typing a garbled message, and asked the Communication Assistant to repeat. From that point on there were no garbling issues and the Communication Assistant was able to switch back to VCO upon request. The VCO customer "assumed" that the Communication Assistant did not switch but in fact the Communication Assistant did. When the supervisor got on the line, the VCO customer was talking and then requested to switch to TTY, which was done immediately, and the VCO stated that the message was garbled. The Communication Assistant followed proper procedures.
4	06/22/09	A customer uses both TTY and VCO. At one point in the course of a call the customer requested to be switched to VCO. The customer said the operator took almost three minutes to comply with his request. Then the customer had to wait again for several minutes when he asked the operator to put him back over to TTY. He said he received no explanation from the operator as to why his requests took so long. He would like a follow up via email. Apologized to the customer and informed him this would be forwarded to the operator's supervisor for immediate follow up.	06/22/09	The Communication Assistant said that the incident occurred after the call was completed, and not during the call processing. This was referred to the appropriate personnel who will follow up with the customer. The Relay Program Manager then emailed the customer.
5	06/27/09	A customer said that Relay Communication Assistants should be informed to repeat emails or phone numbers when leaving messages. The customer had received an answering machine message that was important, but could not understand the email address left in the message. Apologized for the inconvenience, and no follow up was requested.	06/27/09	This was given to the trainer for review on procedures.
6	07/23/09	A customer was upset because the Communication Assistant's spelling was very poor. Apologized and informed the customer that this will be forwarded to the appropriate person. Customer did not ask for a follow up.	07/23/09	The Team Leader met with the Communication Assistant. They went over proper call procedures with particular attention to accuracy and speed. The importance of providing excellent customer service, and the consequences of failing to provide good services were stressed. The Communication Assistant understands.

7	07/29/09	A customer said that a particular Communication Assistant did not keep her informed at the beginning of the call. The screen was reviewed which reiterated how the call progressed, and also explained what procedure the Communication Assistant took. The customer understood and appreciated the clarification. No follow up was necessary.	07/29/09	The Communication Assistant did follow proper procedures on this specific person's requests.
8	07/31/09	A TTY customer received a message today on their answering machine saying "(F) Hi (customers name) this is 1," then end of message. The customer is waiting for a call from a possible employer and is wondering if this was a Communication Error or technical problem, because they did not receive the entire message. Customer service apologized to the customer, and follow up is required by the supervisor ASAP. The customer then called back into customer service later on, and would like to let the supervisor know that it was their beautician who had called, and that the beautician was not aware of any problems with the answering machine. Customer service did a test call to the customer's answering machine, and it appears to be working.	07/31/09	The Team Leader met with the Communication Assistant and went over TTY answering machine procedures. The Communication Assistant does not recall any TTY messages that did not complete while processing her calls.
9	09/05/09	A customer said that when she calls into VCO sometime she does not get either voice or typing, but will just get the "GA" (go ahead) message. This makes the customer wonder if someone is actually on the line, and often times the customer does not answer in time so the Communication Assistant may hang up.	09/05/09	The customer was told that she will receive a call back ASAP. The customer was contacted, and there was discussion on how to answer incoming VCO calls, and it was explained that she should not press the REL MSG button. Also, her customer profile was checked to be sure that branding was still in place in our system. The customer was pleased.
10	09/22/09	A customer stated that the Communication Assistant must be "tired or drunk or something," and "has no idea what they are doing." The customer said that the Communication Assistant continued to send the wrong macros, and when the customer gave instructions for the Communication assistant to type it out, it took almost two minutes for the Communication Assistant to get it right. The customer also stated that he gave the Communication Assistant a number to call, and the response was "SKSK" (Stop Keying) The customer said they are in the middle of trying to find a job, and that this could hurt his chances in finding employment. Customer service apologized to the customer, and informed him that this would be forwarded to a supervisor for immediate follow up. The customer would like a follow up email.	09/22/09	The Communication Assistant did not specifically remember the call, but said the "SKSK" was probably from sending the wrong macro. The Communication Assistant was coached on keeping track of call steps, procedures, and paying attention while on calls. A follow up email was sent, but it came back as undeliverable, therefore closing this ticket.
11	10/21/09	A VCO/TTY customer stated that a particular Communication Assistant did not follow his instructions or his customer notes. The customer came on the call as a TTY user, and then as soon as the person he wanted to speak to came on the line, he requested to be switched to VCO. The Communication Assistant did not switch because the outbound did not hear him, and the customer no longer received any typing from the Communication Assistant. The customer's notes state that he will ask the Communication Assistants to switch from TTY to VCO. The customer ended up being disconnected.	10/21/09	The Communication Assistant was coached on proper procedure during situations such as these.

12	10/28/09	A TTY customer called to complain that a particular Communication Assistant did not respond after she gave specific instructions on her call. After that the line went to voice and hung up. Customer Service apologized for the problem. Customer did not request follow up.	10/28/09	The Team Leader met with the Communication Assistant. They went over proper call procedures with particular attention to following customer instructions and proper disconnect procedures. Also, the Team Leader explained the importance of allowing the system to rollover several times in order to pick up the TTY tones being transmitted in case there is a technical issue. The Communication Assistant understands.
13	11/14/09	A customer said that everything started repeating, including the operator's greeting and entire conversation up to that point. When the customer tried to interrupt, nothing happened, and so they eventually hung up. The customer wants to know what happened, and whether it was the relay service or her end that had the problem. The customer requested follow up via email.	11/19/09	The Team Leader met with the Communication Assistant and coached on how to identify possible technical issues that could negatively impact calls. The Communication Assistant understands. An email was sent to the address provided by the customer for follow up.
14	11/16/09	A TTY customer was unable to place a call to a certain number. Apologized for the inconvenience. No follow up was requested.	11/16/09	A trouble ticket was entered. The contact was closed because the customer did not wish for a follow up.
15	12/11/09	A TTY customer said that the Communication Assistant was typing slowly, and that after typing in the number to dial, it took the Communication Assistant 45 seconds to respond. When the Communication Assistant responded, it was to verify the number to dial.	12/11/09	The Communication Assistant did not remember specifics of the call but was coached on maintaining focus and undivided attention to any call while on the line at any given time. A follow up email was sent to the customer.
16	01/04/10	A customer said during a call, they wanted to redial a number to leave a message, however after the second ring there was no response from the operator after five minutes. The customer said "hello" four times and was finally disconnected. The customer was frustrated because this had happened twice to them during the holidays, but not with the same operator. Customer Service told the customer the report would be sent to the call center supervisor. Follow up was requested.	01/04/10	The Supervisor discussed this contact with the operator, and the operator did not remember any issues with an answering machine redial. She did mention that sometimes the computers freeze up, and she will submit a trouble ticket for those types of problems. The Supervisor reminded the operator to make sure she notifies a supervisor whenever a call cannot be completed because of a technical issue. A follow up email was sent to the customer per their request.
17	01/08/10	Accuracy of captions	01/08/10	A customer called and mentioned that captions were sometimes of poor quality. A Customer Service Representative explained the voice recognition process in generating captions and how corrections are inserted. The customer acknowledged seeing the corrections but said that they were not always helpful enough, especially with medical information. The Customer Service Representative suggested asking the caller to confirm important details and suggested keeping a log of calls with poor captions to share with customer service for specific follow up with Call Center personnel.
18	01/27/10	A customer stated that a certain operator did not keep her informed when she had reached a voice mail or answering machine. The customer tried to interrupt the operator several times, but unsuccessfully. When the customer asked for a supervisor, the operator then disconnected the call. Customer Service apologized for the problem and assured her that the complaint would be sent in as stated. Call back from a supervisor was requested.	01/27/10	The Communication Assistant had no memory of any call of this nature. The Communication Assistant demonstrated proper procedure on what to do if a customer is trying to interrupt them. The Communication Assistant was coached on focusing on all calls and reminded of the consequences of disconnecting calls. A follow up call was made, and the supervisor left a message on the customer's answering machine informing them of the outcome.

19	02/03/10	A customer stated that a certain Communication Assistant did not gender the person whom she reached. She then asked the Communication Assistant ,in parentheses, whether this person was a male or a female and the only response she got was "GA GA." The customer stated that she felt embarrassed having to ask the person directly what gender the person was. Secondly, she stated that the voice person continually spoke in third person and wanted to know why the Communication Assistant did not educate the caller. She also felt embarrassed having to explain to the voice person about using "tell her." The customer was told that this will be brought up when meeting with the Communication Assistant, and Communication Assistant protocol on this aspect was explained. No follow up was requested.	02/03/10	The Communication Assistant said that she did send the gender. The Communication Assistant was coached on following call process with gender and redirecting the voice person if they speak in third person.
20	02/10/10	A customer said that the Communication Assistant failed to help them place a call through to Relay Customer Service and hung up on the customer. Apologized for the inconvenience and said that the information would be forwarded to the appropriate person. No call back was requested.	02/11/10	The Communication Assistant denied hanging up on any customer. There was insufficient information on this customer contact, so not much follow up was available. No date, time of call, or mention of what took place immediately prior to the alleged hang up was available.
21	02/12/10	A TTY customer states that the relay operator could not read her typing because of garbling on the operator's side. The customer turned off turbo and typed slowly, but the operator still could not read what the customer was typing. Customer Service apologized to the customer, and the customer would like follow up from the Supervisor via email. A trouble ticket was also opened.	02/16/10	The supervisor reviewed the corrective action procedures that an operator can take when the messages from a caller are garbled. These procedures were discussed with the site technician. Responded to the customer by email, with an apology and informed the customer that corrective action procedures were reviewed with the operator, and this may help to reduce a garbled message problem.
22	02/22/10	Dial Tone - Not heard	02/22/10	A customer's wife called citing no dial tone on the CapTel phone. After further troubleshooting the Customer Service Representative advised the customer's wife to contact the issuing agency to have the unit replaced or serviced.
23	02/24/10	Dial Tone - Not heard	02/24/10	A customer's helper reported no dial tone. A Customer Service Representative advised the customer to perform a physical reset which resolved the customer's experience.
24	03/18/10	A TTY customer reported that after the greeting the Communication Assistant did not respond after she typed the number to call. The TTY customer waited then typed "hello GA" but no response. After waiting a few minutes more the TTY customer hung up. Apologized to the customer for the situation encountered and advised them that a complaint would be forwarded to the supervisor. The customer requested contact via email for follow up.	03/22/10	This Communication Assistant is no longer employed with Relay. The Relay Program Manager emailed the customer to apologize for the issue it caused, and also mentioned that the Communication Assistant is no longer employed at the Relay Center.
25	03/26/10	Dial Tone - Not heard	03/26/10	A customer's caregiver reported no dial tone on their phone line. A Customer Service Representative advised the customer's caregiver to contact the phone company to ensure a functional phone line.

26	04/21/10	An Inbound Voice customer asked an operator to dial his grandmother and then the Communication Assistant disconnected the caller. A Supervisor apologized and thanked the caller for letting us know. The customer was asked if he wanted to place a call with the current operator, but the customer said no and hung up.	04/21/10	The Communication Assistant does not recall any situation of this nature. The Communication Assistant was reminded to report any technical difficulties that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call. A follow up letter per the customer's request was mailed today.
27	04/23/10	Dial Tone - Not heard	04/23/10	A customer reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform a physical reset. It was confirmed that the customer is using the CapTel successfully.
28	04/28/10	A customer said that the Communication Assistant would not complete their call, and that they would not enter the number, or dial out, and then hung up on the customer. Customer Service thanked the customer for the feedback. A follow up letter was requested.	04/28/10	At this time we did not have a Communication Assistant Identification assigned. A follow up letter was mailed.
29	04/29/10	Dial Tone - Not heard	04/29/10	A customer's husband reported no dial tone heard on their CapTel. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
30	05/25/10	A customer asked that the answering machine procedure be reviewed with a particular Communication Assistant. The Communication Assistant had typed "(ANS MACH PLAYING) (ANS MACH HUNG UP)" but did not type out the message. The customer had to ask the operator to redial, and type out the message, but then the outbound answered the phone. The customer was thanked for their feedback, and also a follow up email was requested.	05/27/10	The Communication Assistant was brought into the training room to review call types. When this was completed, he demonstrated correct procedures. A follow up email was sent.
31	05/26/10	A customer stated that the operator did not follow her instructions. The customer explained that the flow of the conversation was slower than she's accustomed to. No where in her notes does it say to reduce words per minute. The other concern is the delay when explaining Relay. The customer said "it was like 1 min so I had to interrupt to ask the operator if it is my turn to go ahead." Apologized. Explained the supervisor would be notified. Follow up requested.	05/26/10	The Communication Assistant only remembered the call slightly and could not shed light on what she may have done incorrectly or why the transmission was slow. The Communication Assistant was coached on keeping the customer informed during long delays, verifying correct transmission speed per customer notes, and following the customer's database instructions. A follow up email was sent to the customer.